



Click & Drop – How to set default customs information

How to set default customs information

If you regularly send the same kinds of items overseas, you can save time by setting the same electronic customs information which will apply to all of your orders.

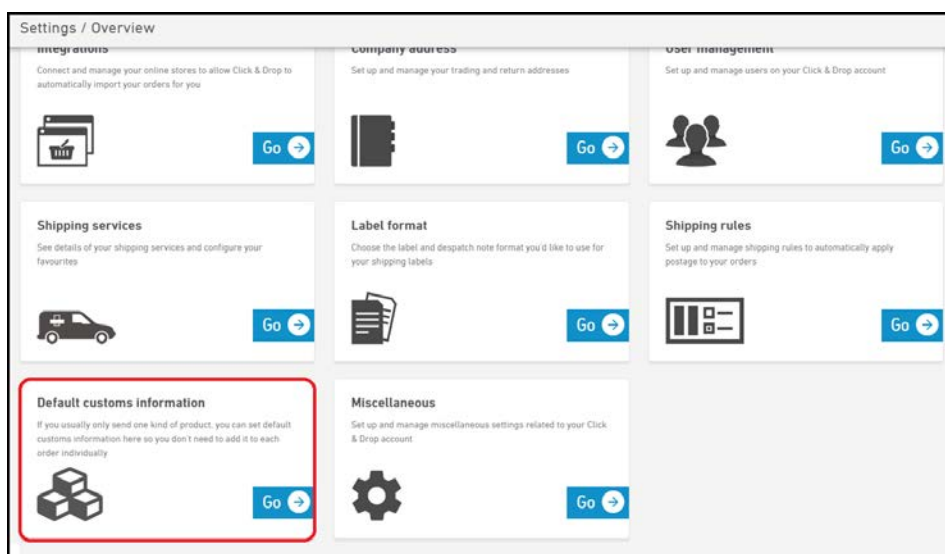
For example, if you regularly sell T shirts, all your products will usually have the same harmonised system code and customs description.

Whether your orders are created manually, downloaded from an eCommerce marketplace or web store, or imported via spreadsheet, any missing or incomplete customs data will be automatically updated with the values you set.

To begin, click the 'Settings' link from the top right-hand corner of any page within Click& Drop.

You will be directed to the 'Settings' page.

Next, click anywhere within the 'Default customs information' tile.



The 'Default customs information' settings page will open.

Here you can enter default information for three fields. Please note that any information added here will be automatically added to your international orders. You will have the ability to overwrite or change any of your order electronic customs information later in the process.

Settings / Default customs information

* Indicates a required field

💡 If you usually only send one kind of product, you can set default customs information here so you don't need to add it to each order individually. Note that this customs information will only be applied to orders being sent internationally. Remember that if you send a package that contains something different, you'll need to ensure that the package contents for that order are changed as necessary.

☐ Use default customs information

Default customs information for international orders:

Customs description

Customs code [?](#)

Country of origin

From here you can fill in one or more of the following optional fields:

Customs description (A description of the item you are sending. This description is used by customs officials to assess your items, so please ensure your description is concise and relevant, ie 'Blue cotton T-shirt')

Customs code (The 6,8, or 10-digit customs (harmonised system or tariff) code of the item you are sending, ie '22003948')

Country of origin (Select the country the item was produced from the drop-down list)

Once you have entered the required information, check the 'Use default customs information' box to enable the setting.

The screenshot shows a web form titled 'Settings / Default customs information'. At the top, there is a note: 'If you usually only send one kind of product, you can set default customs information here so you don't need to add it to each order individually. Note that this customs information will only be applied to orders being sent internationally. Remember that if you send a package that contains something different, you'll need to ensure that the package contents for that order are changed as necessary.' Below this, there is a checkbox labeled 'Use default customs information' which is checked. Underneath, it says 'Default customs information for international orders:'. There are three input fields: 'Customs description' with the text 'T Shirt, cotton & polyester mix', 'Customs code' with the text '12345678', and 'Country of origin' with a dropdown menu showing 'United Kingdom - Excluding Channel Islands'. At the bottom left is a 'Clear all' button and at the bottom right is a 'Save' button.

Please note that if you wish to switch off this setting, uncheck the 'Use default customs information' check box at any time.

Once you have finished, click the 'Save' button.

Now, when you receive an order to an international destination that requires electronic customs, apply your postage as usual.

At step 4. Review / edit package contents, the information provided will be included, as shown:

The screenshot shows a web form titled 'Step 4. Review / edit package contents'. It contains two informational messages at the top. The main section is titled 'Package contents for order 28901'. It features a table with columns for 'Search for a product', 'Product name (optional)', 'Product identifier (SKU) (optional)', 'Customs description', 'Customs code', 'Country of origin', 'Quantity', 'Unit weight', 'Total weight', 'Unit price', and 'Total price'. The table contains one row with the following data: 'T Shirt, cotton & polyester mix', '12345678', 'United Kingdom - Excluding Channel Islands', '1', '1g', '1g', '£0', and '£0.00'. At the bottom right of the table is an 'Add another item' button.

Please note that some information such as quantity, unit weight, and unit price will need to be manually entered/adjusted at this stage.